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University of Illinois
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The COMPASS

AMERICAN · ASSOCIATION · OF · SOCIAL · WORKERS
130 E. 22d St. · New York City

SEPTEMBER, 1935 VOLUME XVII, NUMBER 1

Notice to Members Who Have Not Returned the Directory Questionnaire

It is not too late for members to return the biographical questionnaire if they would like to have this information included under their names in the Directory. This can still be done during the process of compilation which is now going on if the questionnaire is returned immediately. Members who have lost the questionnaire are urged to send for another, and mail it in promptly. Additional returns, to be incorporated, must be received within the next two or three weeks in order not to delay the publication date. (See page 4 for progress report on the Directory.)

News of the Hawaii Chapter

The program of the Hawaii Chapter is being shaped around the three major fields of activity of the national Association—government and social work, personnel standards and employment practices.

The Chairman of the Chapter, Margaret Catton, in her annual report for 1934-35, cites some of the developments in these lines of activity and also, after frankly discussing some of the issues on which the Chapter failed to take effective action, urges that the Chapter begin at once to develop a long-term program for influencing social legislation.

Legislative measures, the outcome of which was influenced by the Chapter's Committee on Government and Social Work during the past year, were an old age pension bill and an undesirable public welfare bill which was tabled. Also the Chapter had a voice in an important public issue through representation at a meeting called by the NRA to discuss with canners the rates of pay under the canning code.

Failure of the Chapter to give active support to a civil service bill and to oppose a bill establishing a residence requirement of three years is cited by Miss Catton as an indication of the need for a more vigorous legislative program.

In the field of personnel standards the Chapter was given recognition as the body qualified to draw up standards for the selection of social service personnel. At the request of the Boys' Industrial School and the Board of Health, the Chapter drew up qualifications to assist the first agency in the selection of a general social worker and the second in the selection of a psychiatric social worker for the Territorial Hospital. Qualifications for chief probation officer have also been submitted to the judge-elect of the Court of Domestic Relations.

Certification in Other Professions

The development of the American Board of Psychiatry and Neurology has been announced by the National Committee for Mental Hygiene as indicative that future psychiatrists will meet certain requisites in their basic, interne and special training. This board conducted its first examinations in Philadelphia last month when 80 candidates appeared for certification as specialists in psychiatry and neurology. Such concern for status among the younger group is regarded as a significant trend in the interest of quality and protection of practice among the ill-defined "healing ants."

When examinations have been developed as a means of testing professional knowledge and capacity in social work, a larger meaning will be attached to the kind of certification provided by AASW membership.

AASW Members in Family Agencies

Considerably less than 50% of the total employed staff in member agencies of the FWAA are members of the AASW. This fact has been ascertained by the Department of Studies and Information of the Family Welfare Association of America through questionnaire returns from 193 out of 225 member agencies. When the figures were an-

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alyzed further to show the proportion of staff workers who are AASW members as compared with the proportion of executives, it was found that 28% of the staff workers are members and 75% of the executives.

Because these figures include eight public departments which are members of the FWAA and because the staffs of the public agencies are much larger than those of the private agencies, the figures were broken down into the two groups.

In the eight public agencies representing 1,215 workers, 7% are AASW members and six of the eight executives are AASW members. In 185 private agencies representing 2,188 workers, 39% are AASW members, while out of 183 executives, 75% are AASW members.

The figures on AASW membership for both public and private agency members of the FWAA are considered surprisingly low, particularly since case workers have joined the Association in much larger numbers than any other group, and since membership in the AASW is prerequisite for individual membership in the FWAA.

New Offerings at Chicago School

The School of Social Service Administration of The University of Chicago announces some new plans in the field of psychiatric social work and in social insurance. First, with regard to social insurance which is being developed as one of the new aspects of public welfare administration, in addition to courses given next year by Miss Edith Abbott and Miss Grace Abbott, the school announces that Mr. Ronald Davison of London, of the London School of Economics, and author of some well-known books on unemployment insurance, is coming to the School for the autumn quarter for a new course dealing primarily with administrative aspects of social insurance.

In the field of psychiatric social work the School is setting up four new field work units under the general direction of Miss Charlotte Towle, Associate Professor of Psychiatric Social Work. The first of these is in connection with the new Department of Psychiatry in the University Clinics where the social service work will be a teaching unit from the School of Social Service Administration. The new unit will deal with adults. The School has heretofore carried the social work in the Child Guidance Clinic in Bobs Roberts Hospital of the University group. This unit is also being enlarged. A new field work unit in social psychiatry is being set up by the School with the United Charities in Chicago, and in this unit a small group of students will carry special cases with psychiatric implications. This field work unit will be attached to the Stock-Yards District Office of which Mrs. Gudrun Rom has long been Superintendent. Another new field work unit in psychiatric social work was set up this spring in the mental hygiene section of Provident Hospital. Miss Anne Davis, who is in charge of the field work unit for the School of Social Service in the Institute of Juvenile Research, has general direction of the Provident Hospital unit.

Still another unit was set up this summer opening a new probation and visiting teacher unit under Miss Ruth Endicott, Commonwealth fellow in the School of Social Service Administration, 1931-32.

Popular Edition Announced

A twenty-five-cent civic edition of *Better Government Personnel,* the Report of the Commission of Inquiry on Public Service Personnel, is now republished in full (86 pages, paper bound), with list of sources of further information, for the use of civic organizations, student groups, and the press. The Civic Edition is the same as the Regular Edition except that it does not contain the statistical and legal appendix. Orders may be sent to the United Front for Better Government Personnel, 302 East 35th Street, New York, N. Y.

AASW committee personnel and other members who are becoming increasingly aware of the professional significance of efforts toward a good merit system will welcome this announcement from the office of the United Front of the availability of this report at nominal cost.

JVS and Government Social Work Personnel

A recent report on personnel service rendered to the public welfare field in 1934 by the Joint Vocational Service shows some facts which are of interest to social workers.

During 1934, JVS received 816 requests for public welfare personnel in federal, state, county and city departments or less formal set-ups. These requests came from the District of Columbia and every state except four. Of the 816 positions 137 were withdrawn or cancelled because of change in program, administrative head or general organization set-up. Of the remaining positions, 457 or 67% were filled by JVS in the District and 41 states.

Twenty states and the District sent 10 or more requests each: Alabama, California, Connecticut, District of Columbia, Florida, Georgia, Iowa, Kansas, Louisiana, Maryland, Michigan, North Carolina, New Jersey, New Mexico, New York,

Ohio, Pennsylvania, Tennessee, Virginia, West Virginia, Wisconsin.

The straight employment service on positions reported does not tell the whole story, however. Only 450 of the 1782 social work registrants who during 1934 expressed interest in new positions through the JVS gave public welfare as their first choice. On the whole, candidates were more aware of the liabilities and disadvantages of the public welfare field than its assets. The staff of JVS has given a great deal of time in interpreting public welfare and in giving a fair picture of the field. Furthermore, believing that the responsibilities and arduous tasks of strategic public welfare positions require an unusual combination of abilities, JVS has tried consistently to refer only those candidates who seemed equal to the tasks ahead.

Nowhere in the straight employment record does there appear an indication of the fact that JVS has sent to civil service commissions at their request, lists and sometimes vocational histories of people who might be eligible to take examinations and who would be interested to be notified. One state commission which has borrowed the vocational histories most frequently has recently used them as an example of the sort of information the commission itself would like to be able to gather, in an attempt to secure a larger budget for the commission from the state legislature. The commission's plea was that if its appropriation were increased to enable it to do something in the way of securing a work performance record, it could make the operation of civil service more effective but that this would cost more money than the previous budget allowed.

More Social Workers Under Merit System

The expansion of the child guidance program in the New York public schools, has absorbed all available candidates on the existing list of the Board of Education, the National Committee for Mental Hygiene reports, and new examinations have been offered to fill the remaining positions. Through their experience with the Board of Examiners of the New York schools in the recruiting of qualified persons, the National Committee for Mental Hygiene states that they have been impressed by the Board's thorough and conscientious procedure in examining applicants for positions in the school system and by the gratifying absence of all political or other ulterior influences in this connection.

It may be noted also that in an effort to deal more adequately with the difficulty of finding trained psychiatric social workers for existing positions, the National Committee for Mental Hygiene has worked out a special placement program in collaboration with the Joint Vocational Service under which a better check-up of available workers and openings will be possible than heretofore.

Results of Election

The results of election of officers and committee members by mail vote is given below. A total of 3052 ballots were counted up to September 26 when the polls were closed. Some ballots were invalidated by failure to enter the name of the member on the envelope or by writing changes or comments on the ballot. Eighty members failed to receive their ballots because the national office does not have their correct addresses.

Two criticisms of the procedure were made by a number of members. One was that the single slate for officers permitted members no choice in voting and the other was that biographical information did not accompany the ballot. The first criticism cannot be met without a change in the by-laws which specify that only one nomination is to be made for each officer. Additional names may be added by petition if 100 signatures are secured. In answer to the second criticism the attention of members is called to the fact that full biographical data for each nominee were published in the July *Compass* when the Nominating Committee's report was submitted to the membership. If the additional cost is not too great this information will be reprinted in the future to accompany the ballot. Otherwise it will be necessary for members to keep *The Compass* for reference in this connection.

Officers and Committee Members for 1935-36

OFFICERS

President.....Dorothy C. Kahn
First Vice-President.....Lea D. Taylor
Second Vice-President.....Mary Stanton
Third Vice-President.....Loula Dunn
Secretary.....Elizabeth H. Dexter
Treasurer.....Stanton M. Strawson

EXECUTIVE COMMITTEE

*Frederick I. Daniels**	Mrs. Mabel H. Mattingly
*Florence Mason**	S. P. Breckinridge
*Mary A. Howell**	Peter Kasius
Mrs. Kathleen J. Lowrie	Jacob Kepecs
Katharine F. Lenroot	

Retiring Members: Frances Taussig, Betsey Libbey, Ellery F. Reed.

NOMINATING COMMITTEE

Antoinette Cannon, *Chairman*

William W. Burke	Florence Warner
Arlien Johnson	Wendell F. Johnson

* Members whose names are in italics were elected this year for a three year term.

Elizabeth H. Dexter, *Secretary.*

AASW Directory

The large number of prompt returns has made it possible to get rapidly under way on the compilation of the Directory. As noted on page 1 of this *Compass,* late returns can be incorporated if they are received during the next two or three weeks.

Anxious to get as complete returns as possible, the office sent to the entire membership one post card reminder and notice of extension of time for regular receipt of questionnaire statements. From replies to that notification it is clear that special circumstances rather than a desire to be registered by name and address only accounted for a number of previously unreturned questionnaires.

A committee at large has assisted the national office staff and Miss Barr, who is compiling the Directory, in the editorially difficult task of interpreting and classifying the variety of activities in the careers of AASW members.

The Directory is designed to show the various kinds of interest, leadership, and activity in social work practice, of the people who make up the professional association in a rising profession, as well as to provide an index to present whereabouts. The data that can appropriately appear in this Directory, however, must be abbreviated and contracted in contrast to that in a more inclusive "Who's Who" or in an adequate record of experience for employment purposes.

Miss Barr's experienced hand is sympathetically shaping a mass of usual and unusual variations, within the limits of a concise, businesslike form of a directory. The usefulness of the Directory in the eyes of the membership is indicated by the fact that 60 per cent of the returned questionnaires have included orders for the volume. Orders at the pre-publication rate will be accepted up to the date of publication.

Commercialized Risks

In connection with the growth of social work programs and increased commercial ventures in training divorced from professional auspices the following statement is included in a recent announcement of examinations by the U. S. Civil Service Commission:

"No civil service school, offering courses by correspondence or otherwise, is connected with the United States Civil Service Commission or with any other branch of the Government. The Commission is not responsible for statements made in the advertising or correspondence of schools. No school can properly 'guarantee' employment in the civil service of the United States. Authentic information regarding pending examinations may be obtained without cost from the United States Civil Service Commission, Washington, D. C., or from any of its authorized representatives."

Personnel in the Transient Service

Of a total of 377 on the case working staff of 30 Transient Bureaus, 39 or 10% are members of the AASW. This figure was shown by an analysis of case work personnel in these representative Bureaus of the Federal Transient Program, made by Ellery F. Reed, who studied the work of this service during the period from May to July 1934. The report, which includes recommendations by the Committee on Care of Transient and Homeless, contains some other interesting facts about the background of the group studied:

Total number of case working staff	377
Number of college graduates	300
Those having had some social work courses	207
Those having had one year or more experience in the case work agencies before coming to the bureau	166
Members of the AASW	39

This report was published by the Committee on Care of Transient and Homeless, 1270 Sixth Avenue, New York City.

A Best Seller

Sales of the bibliography on employment practices indicate a keen interest by social workers in this aspect of their work. The material for the bibliography was prepared under the auspices of the Division on Employment Practices and published by the Russell Sage Foundation in June 1935. During the first month 1,400 copies were sold and by the middle of September the sales amounted to 2,233 copies. The list of references included in the bibliography was by no means complete and should merely serve as a beginning to which other source material and current publications are added periodically. The Division on Employment Practices will be glad to act as a clearing center for suggestions from the field.

THE COMPASS

Published monthly except August by
AMERICAN ASSOCIATION OF SOCIAL WORKERS
130 EAST 22ND STREET NEW YORK, N. Y.
VOLUME XVII NUMBER 1

Officers

Dorothy C. Kahn, *Pres.* Loula Dunn, *3rd V-Pres.*
Lea D. Taylor, *1st V-Pres.* Elizabeth Dexter, *Sec.*
Mary Stanton, *2nd V-Pres.* Stanton M. Strawson, *Treas.*

Walter West, *Executive Secretary*
Florence Taylor, *Editor, The Compass*

Entered as second-class matter at the post office in New York, N. Y., under the Act of August 24, 1912

Acceptance for mailing at the special rate of postage provided for in Section 1103, Act of October 3, 1917, authorized June 28, 1924.

Subscription: Non-Members $1.00 per annum. Members including membership fee $3.00 and over.

The Divisions Prepare for the Year's Work

DIVISION ON GOVERNMENT AND SOCIAL WORK

Appointments to this Division for the coming year are as follows: William Hodson, Chairman, New York City; Helen Crosby, Secretary, New York City; Edith Abbott, Chicago; Ewan Clague, Philadelphia; Joanna C. Colcord, New York City; Frederick Daniels, New York City; Stanley Davies, New York City; Harry Greenstein, Baltimore; Alvin Guyler, Harrisburg; Joel Hunter, Chicago; Harry Lurie, New York City; Elizabeth McGee, Cleveland; Dr. Ellen C. Potter, Trenton; Linton Swift, New York City; Frances Taussig, New York City.

The Division is responsible under its assignment for studying and reporting on factors in social work experience which are pertinent to the development of governmental social work programs and to present evidence on such matters to public officials or others interested.

The major problems to which the Division expects to devote its attention during the coming year are those growing out of relief reorganization caused by the new Works Program, and the many social factors involved in the Social Security Act, the fact that state welfare departments must be established to take care of the problems passed on to the states by these two items of legislation, and the possibility that the present situation could be so handled as to lead to the development of a permanent public welfare administration in the federal government.

DIVISION ON PERSONNEL STANDARDS

Appointments to this Division for the coming year are as follows: Kenneth L. M. Pray, Chairman, Philadelphia; Lillian Quinn, New York City; Albert Jewell, Kansas City; Florence Sytz, New Orleans; Rose McHugh, Albany; Robert Lansdale, New York City; Jeannette Regensburg, New York City; Dorothy Burpee, Boston; Shirley Leonard, New York City; Florence Hollis, Cleveland; Wayne McMillen, Chicago; Sophie Theis, New York City; Clara Kaiser, New York City.

The Division's assignment charges it with the responsibility for determining what it is that makes proficiency in social work, the "ear-marks" of proficiency in terms of criteria of education and experience, and for finding ways in which the Association's influence may be exerted in behalf of selection of qualified workers in public and private agencies.

During the coming year the Division will function on projects already under way, and on new problems that come to it, by means of such subcommittees as it may appoint, through correspondence and through the continuing activities of the national office in relation to *The Compass*, Chapter Bulletins and other means at hand for keeping the problems of professional standards before the membership.

DIVISION ON EMPLOYMENT PRACTICES

Appointments to this Division for the coming year are as follows: Mrs. Rachael Childrey Gross, Chairman, Philadelphia; Anita Faatz, Baltimore; Anne Geddes, Washington, D. C.; Lillian Adler, Chicago; Marcel Kovarsky, New York City; Maurice Taylor, Boston; Mrs. Henrietta Mayfield, New York City; Frieda Romalis, St. Louis.

The Division expects to develop further some of the projects on which it was engaged last year, such as the tentative procedure for handling complaints which it hopes to complete after more study of the question of Association protective and disciplinary activity, and a workable plan for a research project on personnel and employment practices. Other activities which are slated for attention are the development of a standard of employment practices which the Division can recommend for adoption by the Association and the promotion of sound employment and personnel policies and practices in both public and private agencies.

Resignation and Issues in Public Welfare

"Should the social worker distinguish between levels of welfare planning and recognize the deficiencies between what he would consider an adequate approach to social needs and that program which can be supported for the present?" This question, along with others, was stated editorially in the July COMPASS in an article entitled, "What Price Professional Integrity?", reporting the resignation of Miss Moss as Administrative Chief of the Division of Assistance of the Pennsylvania Department of Public Welfare.

Response to this article indicates some misinterpretation of this question as being a reflection on Miss Moss's action.

The Compass is in thorough agreement with one of its correspondents, Miss Elizabeth Taylor Shipley, who stated: "I believe every social worker of professional standing in public welfare work is continually recognizing and adjusting to these deficiencies, trying to do the best job he possibly can, while slowly and gradually building up a better type of public service. However, such a question has little relation to the carefully thought through resignation of a person who has given over thirteen years in public service, facing all the daily difficulties and adjustments with clear

insight and unwavering courage, as long as the fundamental integrity of her work could remain. It was only when she realized that not to resign meant to sacrifice this fundamental integrity and to cooperate in a system of gradual undermining of effective service that she took this drastic step, in the clear-sighted determination to bring the issues into the open where public attention could be brought to bear upon them."

The question raised in *The Compass* was intended to suggest two distinct levels of social welfare planning. The first would be that ideal social welfare program envisaging and utilizing the best social work theory and thought. This ideal becomes a goal by which current planning can be weighed and toward which current action is directed. Support of the principles of this ideal welfare program must be sought through general education or other types of general action. The other level of welfare planning is that which is current, those welfare programs which communities accept even to the point of writing them into their laws. An essential, practical element of this current program is qualified social work personnel, selected on the basis of ability to function, and made secure in tenure of office as long as they are effective. Violation of this principle calls for thoughtful, decisive, aggressive action, such as Miss Moss used.

As to the effectiveness of such action, there is encouragement in a further statement of Miss Shipley's that "since the publicity in connection with this resignation there have been no dismissals of qualified social workers from the Department of Public Welfare."

Evaluation of FERA Training Program

THE FERA fellowship students and the Directors of Social Service in 39 State ERA's who were responsible for their selection agree, on the whole, that the FERA training program was of great value in giving the students perspective, some basic knowledge of case work and considerable insight into what their contribution to the welfare program might be.

This evalution of the program is revealed by an inquiry into its results which was made by the FERA under the supervision of Josephine Brown and the Research Department. Both students and State Directors were asked to evaluate the training in terms of what it meant after the students returned to the field, and also to suggest ways in which it could have been made of greater practical value.

The inquiry was made after the first group of 560 students had been back on the job for a month. For the purposes of the inquiry the State Directors were asked to select one-half of the 560 students and returns were received for 244.

Academically the group was well qualified since it was necessary for them to meet the entrance requirements of the professional schools (236 out of the 244 students were college graduates). They were also a fairly young group as the large majority had graduated from college since 1928. More than half of the students (57%) came from the teaching profession; 2% had been clerical workers, 17% had been engaged in other occupations and 14% had had no previous work experience.

Courses in case work and field work were rated by two-thirds of the students as having the greatest practical value, with courses in public welfare administration, psychiatry and medical information coming next. Those who felt that the material presented in the classroom and field work did not meet the particular needs of their job (23 in number), gave one or more of the following reasons for their opinion: that the courses were given too much from the urban viewpoint; that the program was not geared to present case loads in public relief; and that not enough attention was given to administrative problems.

On the whole, the students felt that the primary need which the training program met was that of background and perspective which enabled them to see their own jobs in relation to the total picture and many of them found that certain social work principles could be applied anywhere, whether the setting was urban or rural.

More than half of the students (144) would have preferred a longer training period and 221 of the 244 were very sure that a shorter period would not have been sufficient. That their professional interest in the field of social work was stimulated is indicated by the fact that 212 of the 244 stated that they hoped to continue training in social work, and by the desire they evidenced to qualify for junior membership in the AASW on the basis of their training under the FERA scholarship plan.

Over half of the 244 students were given positions of more responsibility upon return to work, the State Social Service Directors reported. This was done not because they were ready for promotion in all cases but because they were better fitted than the other members of the staff. All of the 244 were considered to be doing good work with the exception of four. Qualities which the State Directors mentioned as having been developed by the training experience were greater administrative and organizing ability, greater understanding of case work methods resulting in improved service to clients, poise and self assurance which have

been effective in giving better leadership to the staff and in making and maintaining community contacts.

The State Directors also made some recommendations as a result of their experience with the total group of 560 students. In selecting future students for training, the State Directors recommended that they be staff members with a good record on the job and preferably college graduates as the students with these qualifications had seemed to profit most by the experience. Recommendations regarding content of training program included (1) better orientation to rural problems, possibly through the use of instructors with actual experience in rural social work, (2) more careful selection of training centers and field guides, and (3) more emphasis on budget making, record writing and medical problems.

The perspective, objectivity and professional point of view which the students acquired not only enabled them to improve the quality and effectiveness of their work, the State Directors stated, but stimulated the other staff workers and increased the desire for professional training.

News of the Professional Schools

American Association of Schools of Social Work. The Association of Schools reports the admission of a new member school, the University of Puerto Rico, which was admitted to the customary three years of probationary membership at the Executive Committee meeting in Montreal.

The by-laws of the Association were amended at the same meeting to require at least three years of college work, instead of two, before admission to any school of social work.

A committee consisting of R. Clyde White, Arlien Johnson and Gertrude Vaile was appointed to recommend revisions of the by-laws which pertain to the admission of new schools.

University of Chicago, School of Social Service Administration. The School announces three new publications in the series of poor law studies, following the study of the Ohio Poor Law by Aileen E. Kennedy. These are: "Study of the Kansas Poor Law" by Grace Browning; "Three Centuries of Poor Law Administration (Rhode Island)" by Margaret D. Creech; "Michigan Poor Law and Its Administration" by Mrs. Isobel Bruce. The School also announces a reprinting of "Public Welfare Administration" by S. P. Breckinridge and "Social Work and the Law" by John S. Bradway. (See page 2 for additional information about the Chicago School.)

Fordham University, School of Social Service. The School has announced the appointment of Geraldine C. Bassett as Assistant Director of Field Work. Miss Bassett is a graduate of the Fordham School and also holds a Master's Degree from the Smith College School for Social Work.

Indiana University, Training Course for Social Work. This School will be put on a graduate basis in the academic year 1936-37 and a two-year course will be required for the Master's Degree.

New members of the faculty this year are: Leona E. Massoth (M.A. University of Chicago), Assistant Professor of Social Work; and Mrs. Ruby Strand Inlow (M.S.S. Smith College), Supervisor of Field Work.

The School had a registration of 341 in the spring semester last year, of whom 250 were graduates and 91 undergraduates. The classification of the student group on a full time and part time basis shows that 55 were regular full time students, 77 were nurses or student nurses for whom the School offers three courses especially adapted to their needs, and 209 were FERA scholarship students.

Simmons College, School of Social Work. The School plans to suggest to the Simmons College Corporation certain important changes which would put the School on a graduate basis.

University of Washington, Graduate Division of Social Work. A survey of social work in Seattle was made under the direction of the School at the request of the Seattle Community Fund The survey has been published and some of the recommendations made are already being carried out.

The Washington State Department of Public Welfare is sending 24 of its employees to the School on fellowships, following up the FERA fellowship plan of last year.

Washington University, George Warren Brown Department of Social Work. A fellowship of $1,000 offered by the American Association of University Women to a student taking her second year of graduate work in one of the schools of social work has been awarded to Miss Muriel J. Gayford, a second year student at Washington University. Miss Gayford, who has also had graduate work at Bryn Mawr and at the London School of Economics and Political Science, is specializing in medical social work.

United Front Bulletin

The regular bulletin of the United Front for Better Government Personnel carried in the July issue so many items on social work that the AASW national office secured copies for the chapters. Two copies of this issue have been sent to each chapter chairman in the belief that various existing committees interested in the subject might find it stimulating.

*Better Government Personnel**

FOLLOWING the publication of an abstract of *Better Government Personnel* in the January 1935 *Compass*, the Civil Service Committee of the AASW Division on Personnel Standards was asked to study this special commission Report and to make a brief interpretation from the standpoint of social work. At the request of Wayne McMillen, this has been done by Joseph Moss, a member of the Civil Service Committee and also the director of Cook County Bureau of Public Welfare in Illinois. Mr. Moss has made the following statement:

This small volume presents the general conclusions of the Commission of Inquiry on Public Service Personnel, whose creation arose directly from the recommendations of President Hoover's Research Committee on Recent Social Trends. The Commission was appointed in December, 1933, by the Social Science Research Council, and was financed by the Spelman Fund, although it was responsible to neither. Its report was to be made directly to the American people. The Chairman of the Commission was L. D. Coffman, President of the University of Minnesota; its Secretary and Director was Luther Gulick, Director of the Institute of Public Administration.

The Commission found what everyone knows, namely, that the spoils system, the use of the public payroll for charity, indiscriminating criticism of public employees, and our failure to adjust our ideas, our governmental institutions and our public personnel policies to the social and economic changes of the past half century, have all made opportunities for advancement based on merit and accomplishment, far less in governmental work—whether federal, state or local—than in private business, industry, or the professions. The Commission proposes that a career service be developed in American government which would attract capable and ambitious young people. Instead of a minute classification of the public service into pigeonholes, the classification would be along general major lines including: the administrative service; the professional and technical; the clerical; the skills and trades service; and the unskilled service. Recruitment for these services would be articulated with the American educational system. The report discusses at length the advantages of a career service plan, and the practical steps involved in achieving it.

It would seem self-evident that every citizen should demand that there be secured for the public service the best qualified persons available. Nonetheless, a general feeling obtains that public employees as a whole are rendering far less effective service than should be expected. This feeling is shared by social workers who recognize with others the gap between our personal desires and needs and the impersonal relationship to our government. In submitting its report the Commission seeks to present a program which it believes will raise the standard of governmental personnel. The report presents a challenge to those who realize that government has in recent years come much closer to the daily life of its citizens, and that the matter of better government personnel is a vital one. Public personnel and administration is both a matter of spirit and technique. Much of our difficulty has come from a lack of desire on the part of elected officials to adopt the merit principle in selecting employees.

Personal and political considerations have too often affected the choice. On the side of technique, there has been a stilted development. In general, tenure of position has been the outstanding idea of civil service administration, in the belief that "tenure is the cure of spoils." It is now recognized that guaranteed tenure of office for public employees, when standing alone, tends to produce poor service; that protection of the employee's right to hold his position is only part of an adequate merit system. There should be no tenure apart from qualification for tenure.

The report suggests a point on which there is a great deal of confusion, particularly on the part of professional people; namely, the individual employee's right to voice his own opinions, and to engage in partisan political activity. On this point the report reads in part as follows:

"The loyal acceptance of the decisions made by the public, and by their elected representatives, on the part of public servants is essential as a condition of the continued existence of career services. . . . The right of partisan activity cannot be denied, but must be so exercised by members of the career service that newly elected officials will have no reason for doubting the loyalty of their subordinates, and that the members of the service may not develop attitudes and mental habits which make it impossible for them to work efficiently under whatever masters the public may select."

The report is solid meat. Its statistical analysis of public employment, given in an appendix—3,278,500 public employees of federal, state, and local governments in 1932—and a digest of state civil service laws, are of interest to the man on the street as well as to those professionally concerned. As a factual statement, the report presents little that is not already known to the informed student of government. Its great contributions are

* *Better Government Personnel.* A Report of the Commission of Inquiry on Public Service Personnel. Whittlesey House, McGraw-Hill Book Company, New York. Price $2.00. Civic Edition, $.25 plus postage by order from United Front, 302 East 35th Street, New York City.

its outline of a proposed new policy in American government, namely, the development of a career service, and its insistence upon "the positive and militant handling of the problem of personnel in our public service."

—JOSEPH L. MOSS.

THE ROAD TO CHAPTER STRENGTH

ANNUAL REPORT OF THE PRESIDENT, LOS ANGELES COUNTY CHAPTER, FOR THE YEAR 1934-35

ON June 28 of last year, the Chapter adopted the new constitution and by-laws which created the Los Angeles County Chapter and gave us the machinery for the reorganization on which last year's Executive Committee had so diligently labored. Somehow your chairman was under the delusion that the Chapter recessed for the summer and that early fall would mark the time for a Chapter meeting and life would suddenly be restored. Such was not the case, as important problems needing immediate attention beset us and reorganization plans had to be formulated before the Chapter meetings began. Six Executive Committee meetings were held in the summer. We came to grips with our problems, laid out a course of action, went home to sleep on it, only to return with fears and doubts, and to be accused of having "delusions of grandeur." But with faith in our colleagues, we proceeded. As one looks back, it is amusing to remember how many executives and administrators sat around that executive board and worried over the Chapter's ability to afford a file cabinet or a telephone, much less an executive secretary. A couple of the members of the stronger sex who sat together at one meeting accused the weaker sex of planning when we had no idea of what we could count on. We felt like Eliza with the ice breaking under her, but with bold hauteur ruled that two men should never be allowed to sit together at executive committee meetings again.

It was determined to employ a part-time executive secretary, who should be a member of the American Association of Social Workers and who could give us professional leadership. Mrs. Olga Marcus served in this capacity early in the year, and Mrs. Mildred Pratt, recently from the Cleveland Chapter, has been with us since April 1, 1935. We are particularly fortunate to have secured the services and the leadership of these capable and devoted social workers at any time and particularly during these times, when professional social workers are at such a premium.

Chapter headquarters were established, first at the Council of Social Agencies, and more recently at the Family Welfare Association. Valuable Chapter files and materials, which were scattered about the county in the offices of the various officers, were collected and a permanent organization established.

A careful study was made of the plan of the Chapter in the past, of the work of the chapters in other large cities and of the program of our national Association. It was believed that the efforts and funds of the national to the amount of about $35,000 were being expended to plan and develop a program which would be a standard for all professional social workers. The leaders in our field were found to be directing these programs and serving on committees. Valuable reports and materials were coming to us of their work. In order to benefit by this, it was decided to adopt the program of the national Association for our local plan. Accordingly, five Divisions were established with respective subcommittees, whose chairmen constituted the steering committee for each Division. Every member of the Executive Committee who was not responsible for heavy duties in connection with an office was made chairman of a division or committee. In other words, every Executive Committee member has carried a definite responsibility for the Chapter plan and figureheads were not allowed. Every member of the Chapter received notices of the Chapter program and was urged to indicate on which committees he wished to serve. Appointments were made according to preference. Seventy-seven different individuals, out of a membership of 355, have served throughout the year on standing committees. Many more have served on special committees. The personnel of the Divisions and committees constitutes the honor roll of the Chapter this year. I wish to say to all members that the Chapter will mean no more to you than an opportunity to meet eight times a year to eat dinner and hear a speaker or two, unless you become an active participant through committee membership. These are days of planning and developing and working through the channels of committees. It is for each member to decide what he wishes his profession to mean in his life, but in making your decision, may I recall the words of Anna Howard Shaw, lecturer, minister, physician, and leader in the woman suffrage movement, who said: "Though I have given all I had, I have received a thousand times more than I have given. Neither the world nor my cause is indebted to me—but from the depths of a full and very grateful heart, I acknowledge my lasting indebtedness to them both."

In order to keep the membership fully informed of the Chapter activities, a definite procedure was

followed. Our secretary, Miss Alice Canfield, reported at each Chapter meeting on all actions of the Executive Committee in the interim and secured the approval of the membership for our work. *The Lens* was revived, and for the first time in our history, was issued monthly to bring you information about important social work events as regularly as possible. Miss Ruth McIntosh, Chairman of the Publicity Committee, all the members of her committee, and the contributors to *The Lens,* merit the sincere appreciation of the Chapter for their efforts to bring to you every month information about our local social work problems. Mr. Charles Wright, Superintendent of the California Junior Republic, a faithful Chapter member, and his boys worked diligently and with keen interest to print *The Lens* in very good form and style at the cost of paper and ink only. In return for a contribution of $50 from the national office, fifty copies of *The Lens* were mailed monthly to the New York office for distribution to various chapters throughout the United States. The reports of the various Divisions and committees were made to you through the medium of *The Lens* and at Chapter meetings.

In order to carry out our plans to secure a part-time executive secretary, open an office, develop our committee program and issue *The Lens* monthly, we drew up a budget which, though modest, staggered us. But the hearts of the members of the Executive Committee were strong and we agreed among us to assume responsibility for the budget during the month of September, or until the first fall meeting in October. Each of us undertook to ask ten colleagues to contribute $3 toward the salary of the executive secretary, in addition to dues. We decided to request that the Chapter dues be increased from $1 to $2. You approved our plans at the October meeting, including the amendment to the by-laws allowing for the raising of the dues. Your support of the Chapter in its venture is quite evident in our financial report. We opened the year July 1, 1934, with a cash balance of $60.23, and received during eleven months, or until June 1, 1935, a total of $933.53—nearly three times the income of the previous year. Only thirty out of a membership of 355 have failed to pay their dues. Contributions totaling $216 were received for the salary of the executive secretary.

The Committee on Chapter Meetings, under the chairmanship of Miss Zdenka Buben, which always has a difficult task trying to satisfy all members, purposely avoided bringing us "spell-binders" or orators. Churches, forums, and lecture halls galore provide speakers, brilliant and otherwise, on every known subject. The Chapter is the only forum where the professional social workers of our community may, eight evenings out of the year, talk over together the problems in which we are vitally interested. Professional social workers—from our Chapter and others when they are available—gave us the grist for our mill this year. Discussions from the floor were stimulated and comments from the members indicate they believe we are on the road to discuss more openly and frankly our own problems at our own meetings. At Chapter meetings this year the following subjects were discussed:

October—*Objectives and Activities of the AASW*
Walter West, Executive Secretary, AASW, New York

November—*What Price Public Relief?*
Robert Kelso, Past President
National Conference of Social Work
The SERA Program in Los Angeles County
Ellis O. Braught, Relief Administrator

January—*Unemployment Insurance*
Dean Earl J. Miller, Professor of Economics
University of California at Los Angeles

February—*Report on Delegates' Conference at Washington, D. C.*
Rev. T. J. O'Dwyer, Executive Director
Catholic Welfare Bureau

March—*Report of Committee on Employment Practices*
Helen Dean, Lydia Blakeslee, Frances Stough, Floyd C. Covington

April—*Does California Need Health Insurance?*
Paul Dodd, Ph.D., Assistant Professor of Economics
University of California at Los Angeles

May—Joint Meeting with California Chapters—San Francisco
Is There a Need for Concerted Action of AASW Members in California?
Mary van Kleeck, Freda Mohr, Daisy Lee Wooster

June—Annual Meeting
Memorial to Jane Addams
Mrs. Robert A. Woods
Present Status of Professional Social Work
Freda Mohr, Helen Moore, Dorothy Wysor Smith, Dr. E. F. Young

Following the falling of the mantle of chairman on my shoulders last year—and may I point out that this represented my first association as a member of the Executive Committee of this Chapter—I was told that the Chapter was not trying to know or understand the problems of the non-members engaged in social work; that as a result, small groups were springing up which were antagonistic to the professional organization and should be brought into the fold. I could find at that time only one group—known as the Discussion Group. With the development of our Chapter plan, following the national program, a Committee on Relationship of AASW Members to Other Social Work Personnel was organized under the chairmanship of Mrs. Alice Orans. The problems

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which this committee faces strike deep at the heart of our profession. Shall the standards of the AASW, secured after years of struggle, be tossed to the winds now, to admit to membership the mass of relief workers who cannot qualify by education or training? Some answer a very decided, "They shall not pass." Others see able young men and women, qualified by education and experience in other fields, who are employed in social agencies and who may make a real contribution in the field of social work, but who are barred from professional association with their co-workers. What is our responsibility to them? Do social workers, who have pioneered in the battle to secure decent standards of living, suitable working conditions free from abuses, have no responsibility to the workers of all groups in the social agencies—struggling long hours, with uncertain employment and consequent lowered morale, on the firing line of the most gigantic social problem the United States has ever known? Mrs. Orans' committee studied these problems and finally invited representatives of the various employees' associations of public social agencies and the Discussion Group to meet with them. Twenty delegates were present. Some bitterness was expressed by older employees who had failed to apply for membership when the AASW doors were open on a more liberal basis. The need for interpretation of our organization was evident from the remark of one worker who expressed the belief that the Chapter operated certain agencies which were accedited and pleaded to be allowed to work at night in our agencies so they could receive credit for field work. A representative from Santa Monica, who showed the influence of the Palisades, described us as "grand dames, wearing lorgnettes, who sit atop a high hill and, looking down at the non-members groveling in the dust below, say, 'If you would associate with us you must climb this Stygian hill.'" I can locate only two lorgnettes in the Chapter, and I thought that "Stygian" referred to a river terminating in inferno. These eager young people, who stated they had hitched their stars to the AASW, went back to their respective groups and secured authorization to work as a committee, sponsored by the Chapter, on the problems common to all of us and particularly those in relation to their professional future.

The government in social work in California has many of our ablest leaders, some of whom have been crushed, not only under the burden but under the politics involved. Our gravest concern last fall was the indictment in the Federal Court of our State Relief Administrator, Ray C. Branion, on a charge growing out of the administration of CWA funds. The Chapter Executive Committee served the national in a liaison capacity, raised funds for national and state Branion defense, expressed confidence in the integrity of Mr. Branion and was gravely concerned over the situation. The indictment was dismissed "without a scintilla of evidence." The Executive Committee never felt that it had a basis or understanding of the problem, despite the fact that it was on the ground and had innumerable interviews, meetings and conferences over a period of weeks. The fund-raising machinery was confusing, to say the least; criticism was rife relative to the methods of raising and dispensing the money. Some members felt that national defense funds or insurance plans, such as doctors have, should be developed to protect social workers who go into public service, while others believed that workers who go into government service must expect to receive the ax of the politician when he decides to let it fall. Mr. Branion was vindicated; his health was seriously impaired; his funds exhausted and thousands of dollars spent by social workers throughout the United States; but at the end of the year we have no better understanding and no better machinery to meet similar situations which will attend social work in the government.

When Walter West, our national Executive Secretary, visited our Chapter last fall, he was asked how we as social workers could make ourselves felt as a professional organization in the same manner as the Bar Association and Medical Societies. His answer was, that only by slow building and not by any spectacular method could this be accomplished. After the last gubernatorial election, the Governor announced that he planned to make a new appointment in the case of the Director of the State Department of Social Welfare. The Los Angeles County Chapter decided to approach the Governor in conjunction with representatives of the San Francisco and San Diego Chapters. Delays and difficulties were experienced in the efforts made to get the three chapters to act together on this important issue. Finally representatives of the Los Angeles County Chapter waited upon the Governor, presenting what we deemed the qualifications of the Director should be, and suggesting the names of five social workers from various sections of the state for his consideration. That we had done our duty was our only feeling after that interview, but the experience pointed clearly to a need for a medium in the state whereby the social workers can work together and act promptly on vital issues. This was discussed at the joint meeting of the California chapters at the State Conference. Since then our Chapter recommended a plan that each of the three chapters select representative members who have free transportation, who shall meet periodically throughout the year to plan for the coor-

dinated activities of the social workers in the state. A state chapter may be the ultimate outcome.

Last summer the Los Angeles County Relief Administration (LACRA) organized a committee, composed of Chapter members, with the exception of a quiet little minister. This committee drew up personnel standards which formed the basis for the personnel program of the LACRA Social Works Division. Advice was given on other professional problems, but due to reorganization and pressure of work in the Administration, the committee died. Recently, representatives of your Executive Committee waited upon Mr. Roy Pilling, County Relief Administrator, and later upon one of our members, Miss Emily Wooley, Director of the Social Works Division, to offer the assistance of the Chapter. It was suggested that the Chapter could be more aggressive, but it was likewise indicated that a chapter which is not informed cannot be articulate. It was agreed that a committee of five from the Chapter should be appointed as a subcommittee of the Social Works Committee of the LACRA. This committee will meet weekly at its headquarters and secure factual information which will be of interest to the professional organization and make recommendations relative thereto.

Warning is being sounded throughout the country, as a result of the New York City relief experience, to be not only prepared but forearmed for political surveys and investigations and to protect qualified social workers against the advent of politicians and so-called business men and women in the social works divisions of the public relief departments.

The future of the social work program of California has been the concern of our Chapter and particularly of the Committee on Current Relief Problems, under the chairmanship of Mr. Edwin James Cooley, and the Committee on the Revision of the Poor Laws, under Mr. A. C. Price. Efforts were made to secure the active interest of the California Conference of Social Work in securing the appointment of a committee of the State Legislature to study the SERA and State Department of Social Welfare with a view to a planned state welfare program. Efforts were to no avail, which raises the question again of the need of a state organization, representative of social workers, which can act with dispatch upon the advice and recommendation of social workers.

In addition to our local and state contacts, the Chapter benefited by the field visit of our national Executive Secretary. There is definite need of integration between our Chapter and the national, which may be accomplished by return visits of the national executive, by membership of our Chapter members on national committees and by attendance of Chapter delegates at national meetings. The Chapter was fortunate this year to have two delegates at the Washington Conference in midwinter, and to have four delegates and three alternates at the AASW meetings in Montreal. The need for the development of chapters should be a problem of real concern to the national at this time.

Many activities must be eliminated from this report, many incomplete activities will carry over, as the plans for an Institute by an outstanding leader in the social work field, publication of the Chapter History now entrusted to Miss Edith Burleigh, publication of the constitution, by-laws and membership list, as well as a manual on education.

We are indebted to many organizations and persons, to whom we owe public acknowledgment —to the Council of Social Agencies and the Family Welfare Association for free space for our headquarters; to Mr. H. O. Brethouwer, Comptroller, and Mr. E. A. Krahmer, Auditor, of the Community Welfare Federation, who made possible the first audit of the books our Chapter has ever experienced; to Superintendent Charles Wright and his boys at the California Junior Republic, for the work on *The Lens,* and to Miss Helen Larrabee, the faithful young woman from the Women's Unemployment Relief Fund, who has served as secretary and bookkeeper for us most of the past year.

What the future holds we do not know. I am not worried about our office, our committees, our finances, our executive secretaryship. They will go on. We will not go back. I am eager, however, that each and every member keep close to the ethics of our social work education and training. While paralyzing dangers and hysteria surround us, while we walk in the road with those whom social workers feared in the past, we must be on the alert lest we become reconciled to unethical conduct because gentlemanly ways have been discovered of being dishonest and unethical in our relations with each other. On solid rock alone can be build, and no rock is ready for the building. We must dig deep to find our solid ethical relations and foundations for a strong professional association.

To Miss Freda Mohr, our First Vice-Chairman, who carried the burdens of Chairman so ably during the days when my own burdens seemed insurmountable, and to every member of the Executive Committee—the virtues of each of whom I would extol—to all members of the committees and to the membership at large, I extend my sincere appreciation for the privilege accorded me to know them and to work with them this year. To the incoming officers: I hope that you may have the joys of digging deeper into our problems and

building a chapter worthy of our profession.

I feel tonight that my words are very inadequate to convey to you my thoughts and feelings on the days ahead. In moments of such inadequacy I borrow expression from a poet:

Have done with blossoms for a time, be bare;
Split rock; plunge downward; take heroic soil;
Deeper than bones—no pasture for you there;
Deeper than water, deeper than gold and oil;
Earth's fiery core alone can feed the bough
That blooms between Orion and the Plough.
—*Edna St. Vincent Millay*

Respectfully submitted,
MARY STANTON, *President.*

WHAT SKILLS DO RELIEF WORKERS NEED?

IN every part of the country there continues to be deep concern about the kind of people who are employed in the adminstration of relief, about the proper utilization of persons who have training and experience in this work, and about effective means of finding and developing qualities essential to good work among the total personnel employed. Tests of ability at any level require sound thinking about the essentials of the work that is to be done and require the application to the work at hand of things that are known.

Few social workers have had both the time and the imagination to explain fully what they find in the process of making their social work experience useful to the administration of relief among the unemployed. Where social case work is regarded as being applicable only under certain conditions, it will be adapted with little success to new and different situations. Where it is regarded as a well of experience with individuals upon which to draw for use in many aspects of social work, case work may more nearly meet client needs and at the same time throw light upon total professional progress.

An example of this kind of thinking is reflected in the following material formulated in the SERB in Pennsylvania:

BASIC POLICY FOR STAFF INSTRUCTION

Definition of Function of SERB

This organization operates under a definite limitation of function and must confine its service to clients within those limitations. It is set up to give relief within specified limits to persons who are determined to be eligible under the rules, and persons who cease to be eligible for that relief cease to be clients of the organization. The public holds the agency responsible for the expenditure of these large sums of money in such a way that those who need the help may get it and those who ask without needing it may be prevented from becoming a charge upon the funds.

Relation of Case Work to This Function

Clients coming to the organization for this assistance are likely to be suffering from disabilities other than the simple lack of the elementary necessities of life. The very fact that they lack these necessities and must come to the public agency for their own and their families' support creates emotional problems which are deep-seated, and which may find expression in a variety of different ways. The visitors in meeting the request for material help have an obligation to sense the client's less tangible needs and to deal with him as a person in distress. The varieties of client behavior need to be understood in relation to the problem that brings him to the agency. There may be other problems in the client's situation not directly related to the need of relief, which he may on occasion, express to the visitor or which the visitor may sense in his continuing contacts with the client, but with which neither the visitor nor the agency is equipped to deal.

Case work, as practiced in the SERB implies an ability on the part of the workers to deal imaginatively with the relief problem presented (e.g., "how to meet fear as expressed by the client in seeking relief"); to render a particularized service in determining eligibility and in authorizing relief; and an acceptance of the limitations of the agency which prevent him from offering, or undertaking to render services for the client not related to his relief needs.

If visitors can learn to become skillful in carrying on the legitimate work of the agency and to accept success in so doing as a measure of achievement, they may experience less need to center attention upon other factors in the client's situation. Where appropriate resources exist, a client may be referred for service which the SERB is not equipped to give, provided that he is himself genuinely interested in securing such service. Visitors have to learn, however, not to project their own prejudices and predilections upon the client as a basis for determining his "need" for a specified type of service; and to refrain from using the weapon of relief as a means of securing a change in the client's behavior or manner of living. For example, those whose standards of cleanliness are rigid must learn to tolerate those clients who depart from this standard and accept the fact that

eligibility for relief does not depend upon reform in this respect.

Visitors cannot undertake to modify personality even when the difficulties manifested are bound up with the client's attitude to relief. If, however, they can acquire an understanding of the essentials of modern case work they may be able to give the client real help on his problems simply through that "contact with an understanding mature personality (which) does something to relieve anxiety and fear and to release (his) latent powers."*

To teach the visitors, therefore some understanding of behavior and some appreciation of its manifestations in the client, and to help him to render the service which the agency has to offer in as discriminating a manner as possible is the basic policy of staff instruction in the SERB.

Intake Interviewers

These skills are needed in a high degree at the intake desk of the local organizations and workers assigned to this service need particularly to be versed in the art of interviewing, described as "skilled listening—with questions where these will help the person to express and to get clear to himself perhaps, the story of how he has lived and felt, which is hidden in everyone and which is seeking outlet wherever there is no fear of condemnation for any part of it."** Such ability exercised at this point would refine the intake of the agency, lay the basis for a satisfactory client-worker relationship in continuing contacts and would minimize the antagonism felt by those to whom relief must be refused.

Assistant Supervisors

Where these workers act as the visitor's immediate superior and are given the responsibility of checking his relief authorizations, they should also be competent to assist the visitor with his more difficult problems; to guide him in the use of community resources and to help him to modify his own attitudes where these interfere with the successful performance of the job.

Since many of the assistant supervisors have had no training or experience in case work they need to participate in the instruction given to the visitors. In addition, they need to acquire supervisory skill and to be somewhat better informed about available resources than the visitors whom they are supposed to guide. It is desirable, therefore, that these workers should be organized into separate groups for the purpose of instruction, since they may be unable to respond freely in the visitors' groups and will not have an opportunity there to consider their special problems.

Relation of the Agency to the Community

The job of the agency needs to be interpreted to the community by the supervisors, executives and boards and the community needs to be educated to accept a socialized relief administration. It is the responsibility of the local administrators to point out to the community the need of services which the SERB is not equipped to render and to work with other agencies and groups toward the creation of such resources where needed. Assumption of responsibilities that do not belong to the SERB may result in pauperizing the community and drying up resources that exist, or delaying the development of those that might otherwise be created.

Recognition should be given, however, to the fact that in the less densely populated areas the community has been accustomed to turn to individuals, institutions and informal groups as a source of help for its less fortunate members, and may not feel the need of organized social agencies. There is a danger in promoting the development of such agencies when there is little likelihood that the community is willing and able to furnish adequate permanent support.

Relation of Area and County Supervisors to the Training Program

It is essential that the policy underlying staff instruction should be understood and accepted by these supervisors. In the absence of such understanding the instructor is placed in a position of opposition to the supervisor and the staff is immediately thrown into conflict. This will either result in a rejection of the training in favor of the established supervisory policy, or in a dissatisfaction with that policy which will be disruptive of staff morale.

Of interest in connection with the above, the following outline on training and competence was also worked out in Pennsylvania:

In what ways is a worker with training more competent as a relief investigator than one without training?

I. He knows what information to get.

II. He knows how to get it:

- a. He knows how to use the applicant as a source of information:
  1. How to put him at his ease so that he will be ready to tell his story fully and without fear.
  2. How to avoid being unduly swayed by appeal, and to recognize need that is not easily admitted.
  3. He is sensitive to clues which will lead to an understanding of the real situation.
  4. He is able to focus the interest of the ap-

* *Between Client and Community*, Bertha Reynolds. Smith College Studies in Social Work, September, 1934, P. 7.

** *Ib.*, P. 15.

plicant on continuing efforts to meet his own situation.

b. He knows how to decide with the applicant the division of responsibility between himself and the SERB.
c. He knows how to select and use other sources of information in determining eligibility.
d. He can help the applicant to accept the necessary limitations of his present situation, and can suggest various ways of meeting his need:
   1. Use of relatives as a resource.
   2. Modification of standard of living without undue loss of self-respect.
   3. Adaptation to other types of job.
e. Knows resources and how to use them in opening channels of activity to the applicant:
   1. Life insurance adjustment.
   2. Health facilities.
   3. Educational and recreational facilities.
f. He can explain to the rejected client the reasons for his rejection without feeling guilty in turning him down, or making him feel guilty for applying.
g. He knows how to apportion relief to the applicant's real need, and how to administer it so that the recipient is fortified and not demoralized by the process.
h. He can meet outbursts of indignation either from individuals or groups with an understanding of what may be the cause, and without the need to defend himself or the organization under the attack. Neither will he feel obliged to give more liberally to appease the injured person.
i. He knows how to refrain from meddling with those things in the client's life which are not connected with his eligibility for relief, and in which the worker cannot be helpful.
j. He knows how to keep informed of changing circumstances in the client's situation and how to stimulate him to take any possible opportunity for self-help.
k. He can act as a safety valve for those who are inevitably frustrated by continued fruitless efforts to find employment.

How does training develop these abilities?

I. *Information.*
   a. About the program, and its various aspects.
   b. About community resources, public departments and private agencies.
   c. About economic institutions and ways of using them.
   d. About channels of information on these subjects.

II. *Knowledge.*
   a. Of human behavior.
      1. These workers must learn to acquire a scientific interest in human behavior, and an ability to consider behavior, their own as well as others, objectively.
      2. They need to learn to recognize fundamental human drives behind varieties of behavior.
      3. They must be able to recognize individuality within the general type, as "laborer," "foreigner," "negro," etc.
      4. They must understand the learning process, and the means of character development.
      5. They must be able to identify the strengths in a personal situation, and to build on those strengths.
      6. They must understand the relation between health and behavior and be able to recognize symptoms of ill-health, physical and mental.

III. *Skills.*
   a. In interviewing, "skilled listening."
   b. In recording,—with economy of words and ability to distinguish essentials from non-essentials.
   c. In stimulating action in others,—suggestion without compulsion.
   d. In organizing their own effort.

   Supervisors, in addition to the skills required of a visitor, need:
   a. Ability to use records, conferences, etc., as a means of becoming aware of the quality of the visitors' work.
   b. Ability to guide and develop the workers responsible to them.
   c. Ability to evaluate, and criticize impersonally and fairly.

IV. *Methods of Teaching.*
   a. Individuals must be teachable, and free from ingrained prejudices, or personality difficulties, that would prevent them from taking on the objective point of view necessary.
   b. Teaching involves practice, and the discussion of practice, under the guidance of a skilled and experienced practitioner.
   c. Records are used in teaching as a means of demonstrating cause and effect in behavior, as well as methods in relief administration.
   d. Reading material can be used dealing with general subject matter of economics, government, public welfare, psychology, and relief administration.
   e. Lectures from people in charge of other agencies to explain their function and cooperative relationships with SERB.

Books and Pamphlets

Social Work as a Profession. Esther Lucile Brown. Russell Sage Foundation, New York. Price 25 cents. 80 pp.

By Elizabeth Wisner

This pamphlet, written by Dr. Esther L. Brown of the Department of Statistics of the Russell Sage Foundation, is the text of a chapter of a book on professions to be published later by the Foundation. Advance publication of this chapter "affords an opportunity for criticism and suggestions which

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will enable the author to make the chapter more accurate and complete in its final form." Except for a few minor changes that some of the schools discussed may wish to suggest, the material presented will appear fair and judicial to most persons in the field of professional education for social work, as well as to the practicing social worker. The pamphlet is perhaps necessarily general in nature and for a more critical analysis of some of the educational problems presented, the reader may wish to consult the statement on *Education for Social Work*, by Edith Abbott in the Social Work Year Book (1935).

Dr. Brown raises the old question, "Is Social Work a Profession?", reviews the evolution of the movement for professional education, discusses some of the present-day problems facing the schools and points to the American Association of Schools of Social Work and American Association of Social Workers as the two national groups primarily concerned with and responsible for the professional character of social work. Certainly social work, like the older professions of law and medicine, ought to be profoundly affected in its progress toward professional status by the leadership exerted by the schools in their advancing curricular requirements and their emphasis on graduate education. On the other hand, membership requirements set by the American Association of Social Workers at any one time furnish the community with a criterion of the value the national organization places upon its services to the public. The profession goes forward or backward as a whole. For that reason, the present concern of the American Association of Social Workers with the large number of persons drawn into the emergency program who cannot qualify for membership, and their attempt to meet this situation by reinterpreting the "300 hours of field work requirement" for Junior membership to include experience outside the established schools immediately becomes a matter of vital importance both to the present membership and to the schools. The Association sees itself faced with a practical situation coming out of the emergency relief program while some of the schools fear a partial return to the apprenticeship type of training against which they have long struggled. Dr. Brown does not discuss this problem specifically* but does point to the weakness of the Junior membership requirement and the fact that the proposal to discontinue it was defeated at the Delegate Meeting of the Association in Washington in February 1935.

Dr. Brown puts her finger on one of the major difficulties faced by the professional schools in arriving at a basic course, and that is their highly individualistic point of view. Although a proposal for a minimum curriculum was presented several years ago, it was not until 1935 that an attempt was made by the American Association of Schools of Social Work to evaluate the several curricula of its member schools. Many schools still fear standardization within the first year of training and their point of view is important to the Association. The author is particularly concerned over the lack of definite and uniform requirements for the admission of students to the member schools. This is a problem to which the Association should give serious consideration in the near future, as basic preparation in the social and biological sciences necessarily enriches the graduate professional curriculum and gives the practicing social worker more definite claims to a professional status.

In her final summary, "General Trends in Social Work," Dr. Brown asks, "If the depression recedes will the greater demand be once more for social workers for the private agencies, or will it be for public service?" She answers thus: "Public social work has vindicated itself so vigorously in its interpretation of the function that the government must assume, that it may perhaps carry the major part of the responsibility in the future for the care of the maladjusted members of society." Probably there is no "perhaps." Dr. Brown's pamphlet ought to prove a valuable general reference on social work and its professional problems.

Editor's Note. The action on field work was taken by the Executive Committee after Dr. Brown's manuscript was completed, which would account for the fact that she did not discuss it.